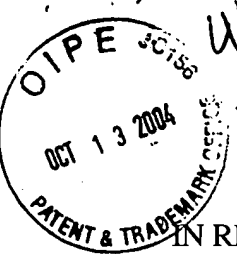


2645



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE THE APPLICATION OF:

Stuart et al.

Grp. Art. Unit: 2645

Application No: 09/366,114

Examiner: S.P. Sing

Filing Date: August 2, 1999

Date: October 6, 2004

SYSTEM AND METHOD FOR
PROVIDING A SERVICE TO
A CUSTOMER VIA A
COMMUNICATION LINK

Atty. Dkt. No: Stuart-ISAM

RECEIVED

OCT 18 2004

Technology Center 2600

AMENDMENT AND RESPONSE TO OFFICE ACTION

In response to the Office Action dated September 23, 2004, please consider the following amendment and remarks. This response includes the following items, which each begin on a separate sheet:

1. List of Claims
2. Remarks

I certify that this paper or fee was mailed with sufficient postage via first class mail on the 6th day of October, 2004 to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450; Name Printed : Carrie Stenning; Signature *Carrie Stenning*